



Delay Notice - CPSS - Alerts Tool

TRAINING FOR DCMC Schedule and Delivery Management as it applies to Delay Notice and Customer Priority Request

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INTRODUCTION

Introduce Yourself

- **What you do in DCMC**
- **Duty Station**
- **Your experience with Delay Notice**
 - **CPSS - Alerts Tool**
- **Other**



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Objective

- **Know**
 - Why we do Delay Notice
 - Why we respond to CPSS
 - Metrics
- **Use Training Materials**
- **Learn to Be Users**
- **Ask Questions**



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Assumptions

- Why are you here?
- What will you learn?
- What is Alerts?
- Why do Delay Notices
- Why are CPSS important?
- What is DCMC's Product/Service?
- Others?



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- **Thought You'd Like to Know**
 - **ALERTS is no longer an Acronym**
 - **We do not issue Alerts**
 - **We issue Delay Notices**
 - **We respond to Customer Priority Surveillance System Request (CPSS)**
 - **Alerts Tool suite is an Information Technology application**



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- **DCMC is a Customer Focused responsive organization**
- **Who is the Customer?**
- **What do they need/want?**
- **The customer needs insight up front and early**
 - to make better acquisition decisions
 - to maintain a state of **readiness** in a “rightsized” environment (**backorders**)
 - to support the warfighter
- **We have the talent to DELIVER insight and knowledge to the customer**





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We measure what's Important!

- **Performance Goal 1.1.7 - Ensure 95% of Alerts Customer Priority Surveillance System Requests are responded to within the timeframe specified.**
- **Performance Goal 1.1.4 - Establish a baseline for the ratio of delay notices issued versus the number of delinquent schedules. The baseline shall be established after the Alerts Phase II Tool suite is fully operational in FY00.**



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Process Drivers

- Knowledge of contractors production processes
- Contractor's compliance to DPAS notification requirements
- Knowledge of DCMC Schedule and Delivery Management policy/processes
- Adequate staffing and skilled technical specialist
- CAO commitment to respond to request on time
- CAO Commitment to provide complete value added insight
- CAO Commitment to provide proactive Delay Notices
- CAO Commitment to Database Integrity - MOCAS/Alerts
- Reasonable customer suspense dates



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DCMC Customer Support in Delivery Performance

- **Delivery status**
- **Timely Delay Notification**
- **Contractor Forecast Recovery milestone**
- **Influence contractor delivery performance**



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DCMC Policy on Schedule & Delivery Mgt

- Primary Objective Is Influence Delivery
- Risk Based on Delivery Performance
- Detect Potential/actual Delivery Delay
- Alerts Tool Is the Automated System for Delay Notification
- Contractors Held Accountable to Notify Gov't on Potential/actual Delays
- Ensure MOCAS Accuracy



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Individuals Responsible for Surveillance

- Production Competencies - I/S-IE
- All Technical Specialists shall initiate delay notices and respond to CPSS
- All Technical Specialist shall have a role in the Alerts Tool suite



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Quality of Response CPSS/Delay Notice

- Response should provide enough information to support a business decision
- Clear independent description of:
 - Reasons for delay
 - Actions taken to reduce delay
 - Forecast recovery date
 - Recommendation



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Responding to CPSS Requests

- **Customer Priority Surveillance System (CPSS)**
- **Mechanism for customer to request specific activities:**
 - Readiness
 - Acceleration
 - Expedite
 - Status Request
 - Other



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Readiness Requests

- High Priority Items - Direct Impact on Services Mission
- Among Most Critical Functions of DCMC
- Priority Attention
- Response Within 2 Business Days



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Readiness

➤ **Historic DCMC Assumption**

Customer Satisfaction: Typical Contract Administration (Contract)

➤ **Updated DCMC Assumption**

Customer Satisfaction: Contract Management (Customer Needs)



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Readiness

- **Unstable threat (Dynamic)**
- **Changing Priorities (Hours)**
- **Contract methods are not Dynamic**



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Readiness

Joint Publication 1-02, “(DOD) The ability of US military forces to fight and meet the demands of the national military strategy. Readiness is the synthesis of two distinct but interrelated levels: a. unit readiness--The ability to provide capabilities required by the combatant commanders to execute their assigned missions. This is derived from the ability of each unit to deliver the outputs for which it was designed. b. joint readiness--The combatant commander's ability to integrate and synchronize ready combat and support forces to execute his or her assigned missions.”

➤ **Readiness: The measure for mission success (battle ready)**

➤ **Need: Prevent mission failure - lack of resources**



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Readiness

- **Expediting/Accelerating**
 - **Negotiating**
 - **Planning**
 - **Coordinating**



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Readiness

- **Readiness is measured and managed by many different methods and mechanisms.**
 - **NMCS (Non-mission Capable Status)**
 - **Backorders**
 - **Supply Availability**
 - **Weapons System Readiness**



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Readiness

- **Readiness is driven by many factors:**
- **UMMIPS**
- **IPG (Issue Priority Groups)**
- **Priority Designator**
- **SMCC**
- **Criticality Designator**



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Readiness

UMMIPS

SMCC

IPG1

Pri Code

Criticality



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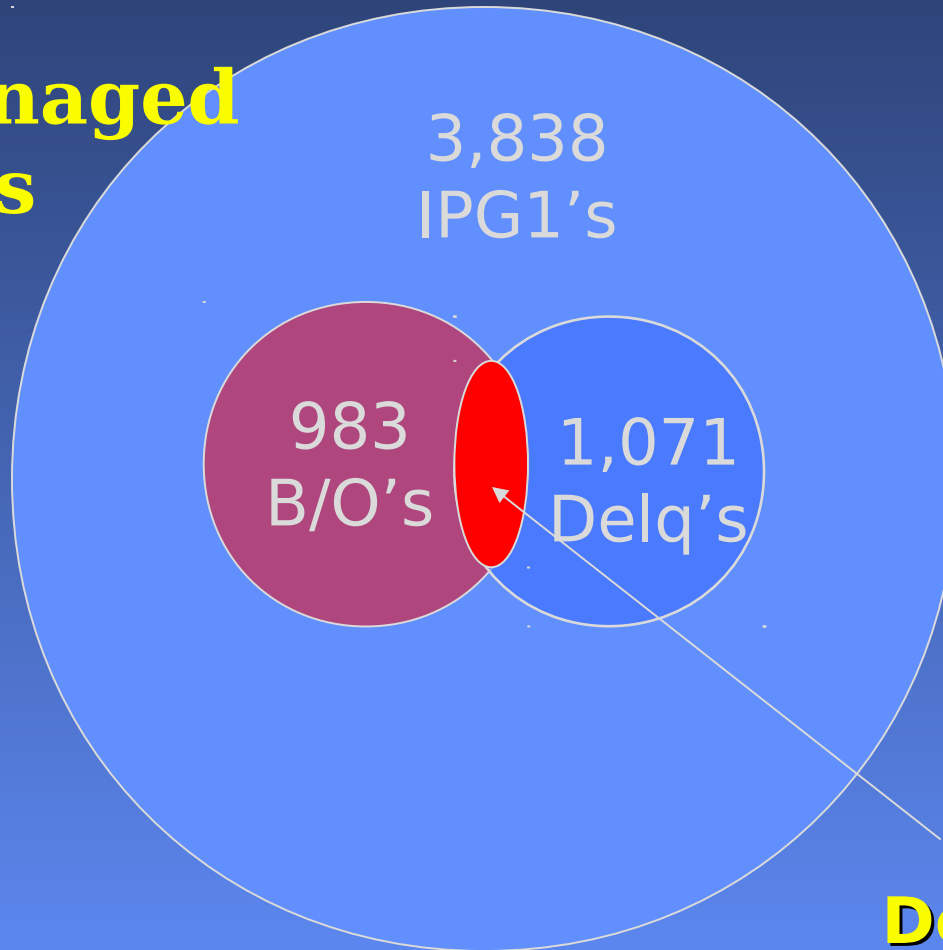
Readiness - Challenge

- **FAR and DFAR drive DCMC Metrics for On Time Delivery based upon Contract Schedule**
- **Contract Schedule may not reflect actual Customer Need to support the warfighter**
 - **Due to Dynamic Environment**
 - **Sole Source - drives contract delivery dates**



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**DCMC-Managed
IPG1's**



**246
Delinquent B/Os**



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DCMC-Managed IPG1's

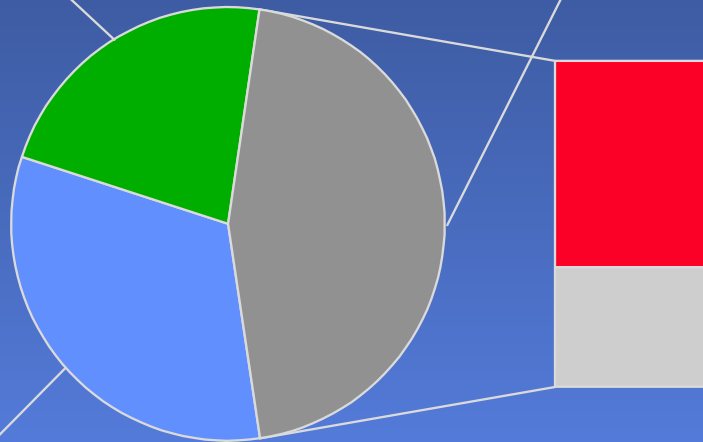
DSCP
23%

DSCC
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Constr
29%

Electronics
16%

DSCR
32%





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Readiness Requests IPG 1

- High priority items - direct impact on services mission
- Among most critical functions of DCMC
- Priority Attention
- Response within 2 business days



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Acceleration/Expedite

- Acceleration is a request for delivery earlier than the contract delivery date that anticipates a change in price
- Expedite is request for improved delivery date that can be accomplished without a change in price
- Both based on user needs
- Both have 5 day response time



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Customer Priority Request **a.k.a. Customer Priority List** **(CPL)**

- This type of request is handled in accordance with the CPSS process.
- Changes to International process - CAT locator page



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Status Request

- Inquiries to determine if item on schedule
- Response shall include:
 - **Production status of items**
 - **Estimated shipment date**
- Response time 5 business days



Need Help? Call...

➤ Troubleshooting/Problems

- Process/Policy/Functional
 - Alerts Phase II CAO PM
 - District Process Champion
 - Alerts Process Owner
- Alerts Tool Suite
 - DCMC Helpdesk





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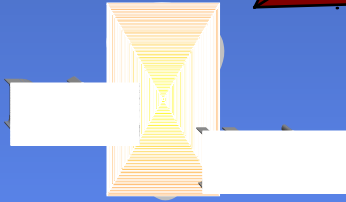
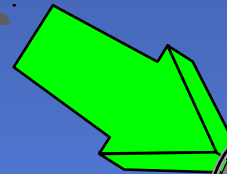
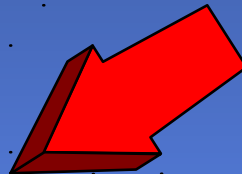
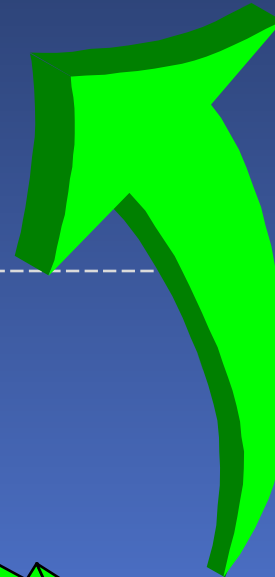
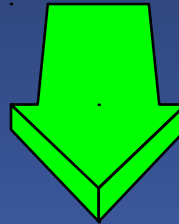
- **Windows Format**
- **Edit Capabilities - Cut/Paste/Copy**
- **Spinners - Dates, Calendars, Drop Down Menus**
- **General CAT Alert**
- **Broadcast Message**
- **Types & Roles of Users**
- **Auto Response Release**
- **Auto population from Shared Data Warehouse (SDW) Edit Capabilities - Cut/Paste/Copy**
- **CPSS Suspense Summary**
- **Delay notice down to delivery schedule**
- **Customer Web Access**
- **PCO gets Technical Specialist's narrative**
- **PCO Can Respond**
- **Ability to Change email address**

Web

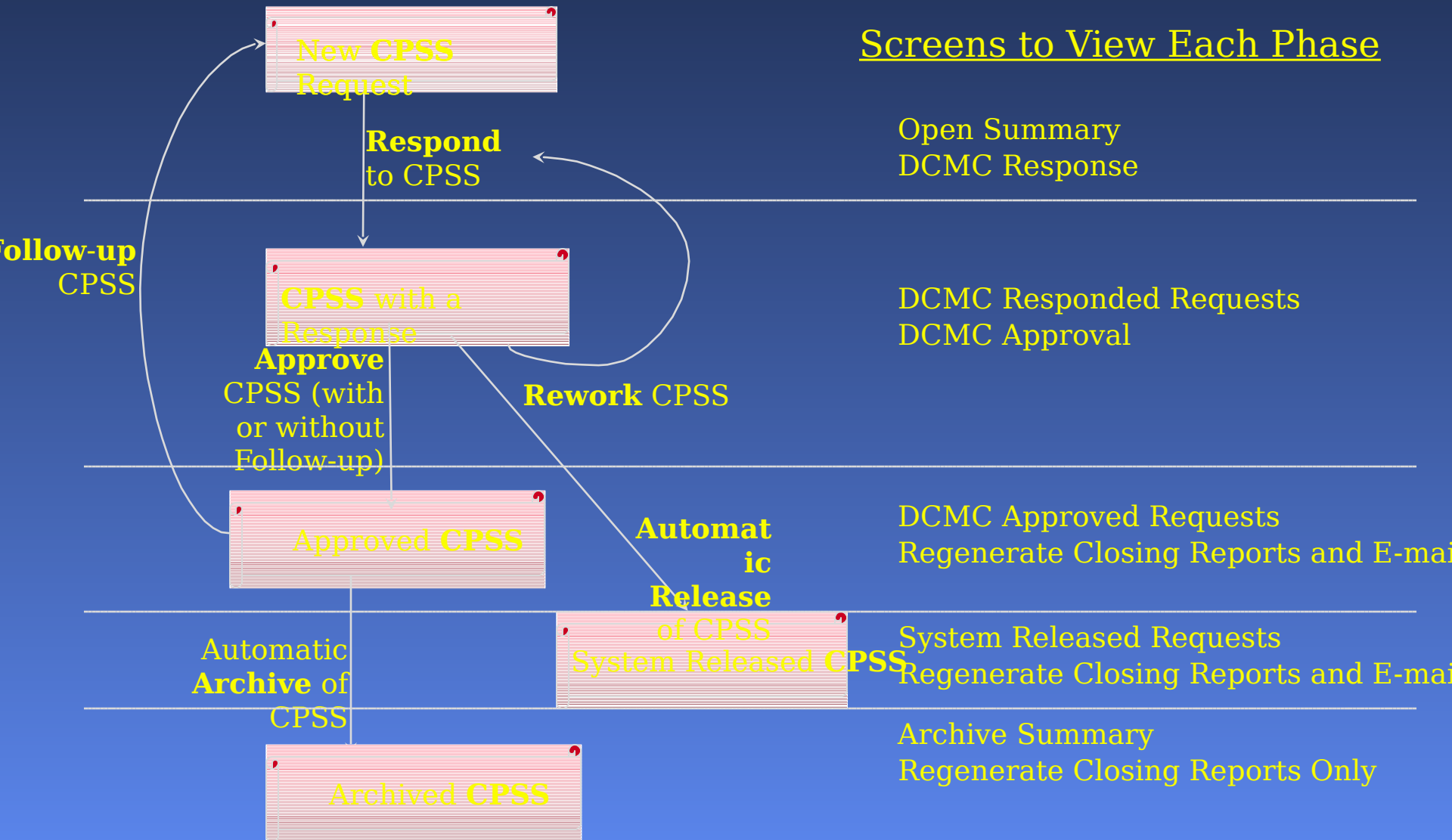
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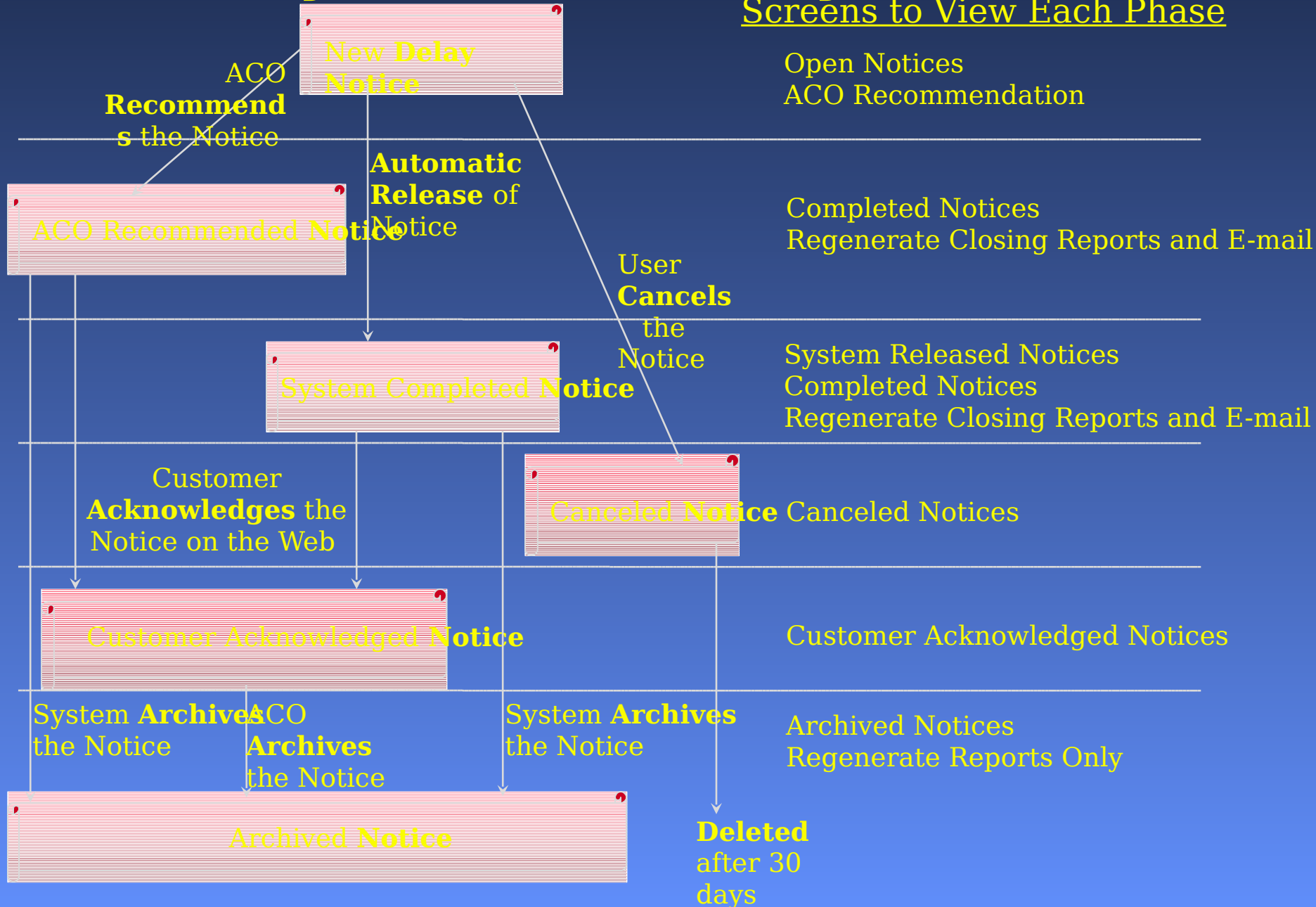


CPSS Request Lifecycle



Delay Notice Lifecycle

Screens to View Each Phase



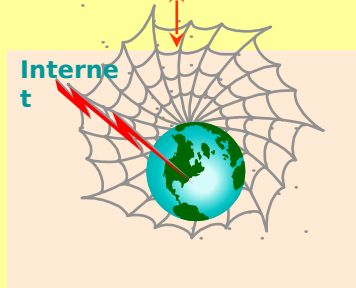


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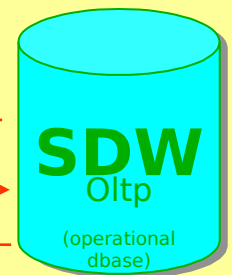
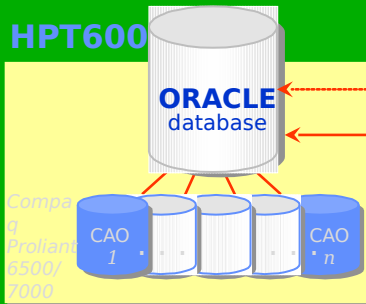
West & International Districts



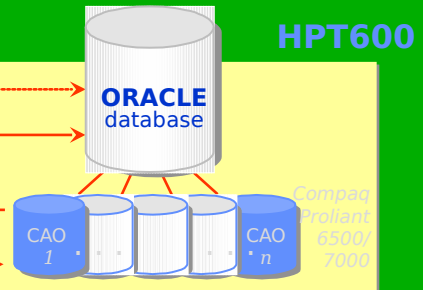
- **Customer Access**
Input new requests to DCMC
Receive & respond to delay notices
View pending, completed or archived requests



East District



- Alerts reads cage, DoDAAC, Contractor address, PIIN/SPIIN, CLIN/ELIN, DCMC Attribute (CAT) codes & schedule data from SDW
- Alerts writes delay notice data to SDW



- **Delay Notice Module**
DCMC enters anticipated/actual delays in deliveries
Reasons for delay
Contractor action & DCMC assessment
- **CPSS Module**
Process customer requests for priority or extraordinary surveillance
Input requests for off-line customers
- **Contract Admin Team (CAT) Module**
Build, view and modify info on DCMC teams assigned



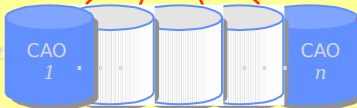
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■ West & International Districts

HPT600



Compaq
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70000



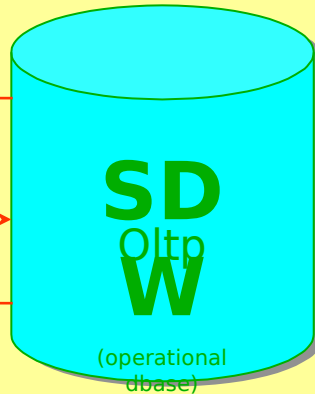
Batch Retrieval
CAGE, DoDAAC, PIIN/SPIIN,
Contract Assignment Code

Batch Updates
Delay Notice Data

On Line Retrieval
CLIN/ELIN, Schedule, Address &
Attribute Data

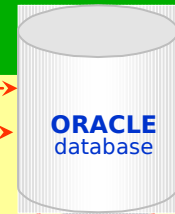
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Replication

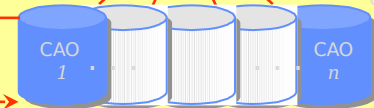


■ East District

HPT600



Compaq
Proliant
6500/
70000



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